

# CAHPS®: Past, Present and Future

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# Today's Presentation

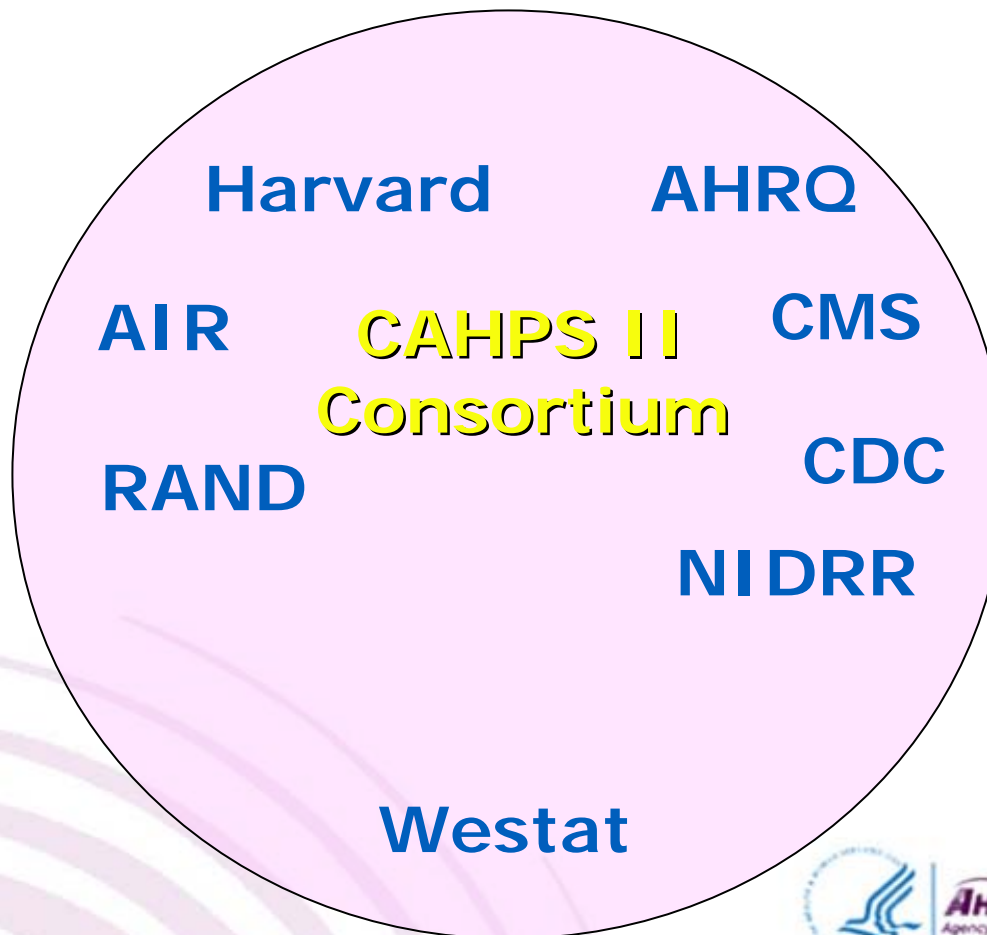


- Overview of CAHPS Program
- New directions in CAHPS II
- Overview of CAHPS products
- Future directions for CAHPS
- Resources available to users

# CAHPS II Consortium: A Public-Private Research Team



**Grantee  
Teams**



**Federal  
Agencies**

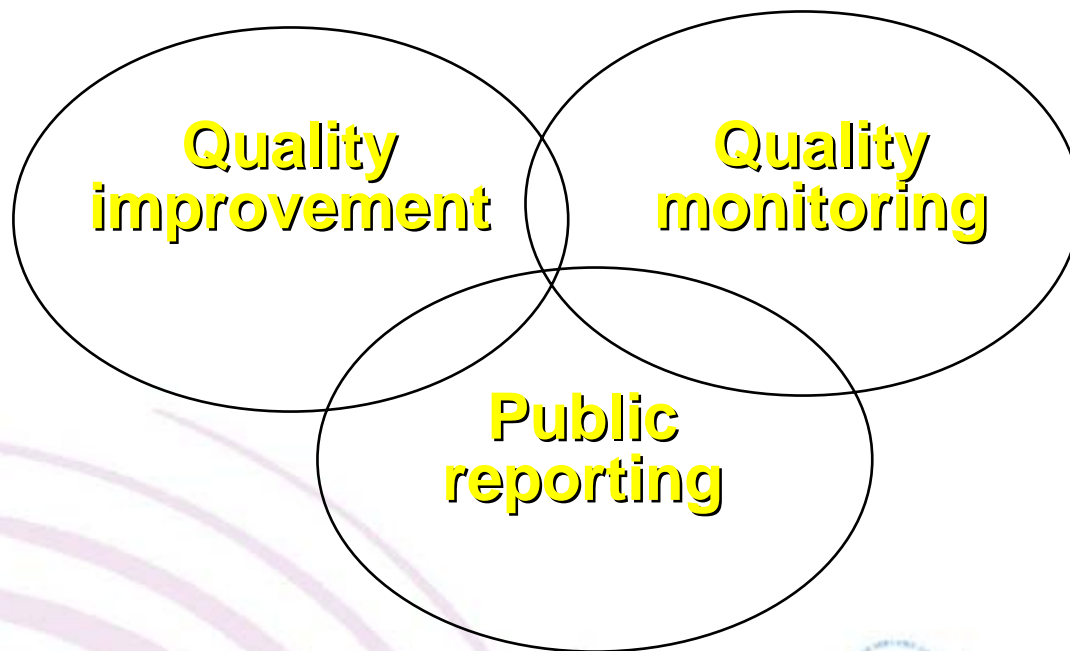
# Partners and Stakeholders



- **A-CAHPS: VA, DOD, ABMS, MGMA, AMGA, NCQA, URAC**
- **H-CAHPS: HQA, Data Vendors, NQF**
- **ICH-CAHPS: NRAA, RPA, LDOs, NKF**
- **PWMI-CAHPS: CDC, NIDRR, NRHCHDR**

# Emphases for CAHPS II

Produce instruments, reports  
and strategies that  
facilitate.....



# A Growing Family of Surveys



## CAHPS Family

### Facility Level

- Hospitals
- Dialysis facilities\*
- Nursing homes\*
  - Resident
  - Family

\* *In development*

### Ambulatory Level

- Health Plans
- Group Practices
- Individual Clinicians\*
- Behavioral Health (ECHO)
- American Indian



# Reporting CAHPS Results



- Development of reporting resources
- Collaboration with CMS on development and testing of reports
- Planning and conducting reports-related research

# Supporting Quality Improvement



- **Emphasis on increasing “actionability” of survey results**
  - Research on how plans, providers using data now
  - Development of more detailed items, supplemental sets for “drilling down”
  - *The CAHPS Improvement Guide: Practical Strategies for Improving the Patient Care Experience*, CMS, 2003
  - Design and implementation of CAHPS QI activities: ICSI, ESRD Networks
  - Development of QI Resource Kit



# CAHPS Ambulatory Care Surveys: Goals of A-CAHPS Initiative



- **Develop instruments to gather information on all levels of ambulatory care:**
  - Individual clinician
  - Group practice
  - Health plan
- **Offer both standardization and customization**
  - Standardization to generate comparable information
  - Customization to meet needs of organizations and local markets

# CAHPS Ambulatory Care Surveys: Status



- **Health Plan Survey:** Refreshed the existing Health Plan Survey to focus on areas under their control
  - Commercial instruments
  - Medicaid instruments
  - HEDIS versions
- **PPO Survey:** Develop a set of items for PPOs
- **Clinician & Group Survey:** Refine instrument for assessing experiences at the level of individual clinicians and group practices

# CAHPS Hospital Survey: Status



- ☒ **Focus groups**
- ☒ **3-State Pilot**
- ☒ **Cognitive testing**
- ☒ **Additional pre-implementation testing**
- ☐ **OMB clearance**
- ☐ **NQF consensus process**
- ☐ **CMS Voluntary Implementation**

# CAHPS Dialysis Center Survey for In-Center Hemodialysis Patients (ICH CAHPS): Status



- ☒ Literature review
- ☒ Feasibility Report
- ☒ Focus groups
- ☒ TEP and Stakeholder input
- ☒ Cognitive testing—2 rounds
- ☒ Federal Register notices—call for measures and public comment
- ☒ Spanish translation
- ☐ Field testing, January-March 2005
- ☐ Submission to CMS, Late Spring 2005

# CAHPS Nursing Home Survey for Resident: Status



- ☒ **Literature review combining research and implementation, completed 2000, updated in 2004**
- ☒ **Focus groups with residents and families, 2001**
- ☐ **Cognitive testing, 2005**
- ☐ **Field testing**
- ☐ **Submission to CMS, Fall 2005**

# CAHPS Nursing Home Survey for Family: Status



- ☒ **Literature review**
- ☒ **Focus groups with residents and families**
- ☒ **Federal Register notice, August 2004**
- ☒ **Initial draft of survey, December 2004**
- ☐ **Cognitive testing, January 2005**
- ☐ **Field testing, June – September 2005**
- ☐ **Submission to CMS, Late Fall 2005**



# CAHPS Survey Users Network



- Created and funded by AHRQ
- Offers users:
  - Free, limited, one-on-one technical assistance
  - Easy access to all CAHPS products, resources
  - Updates on product development, new tools
  - Opportunities to network with Consortium and peers
- Through [www.cahps-sun.org](http://www.cahps-sun.org), 1-800 492-9261, Webcasts etc.

# National CAHPS® Benchmarking Database (NCBD)



- **National repository of data from the CAHPS family of surveys**
- **Two major applications:**
  - **Benchmarking** to evaluate health system performance and support quality improvement
  - **Research** on consumer assessments of quality
- **Funded by AHRQ and administered by Westat through CAHPS Survey Users Network**

# Future Directions for CAHPS



- **Continued Partnerships with CMS and others to develop new products (e.g., home health)**
- **Creating an infrastructure for maintaining and growing CAHPS**

# CAHPS: Contact Information



## Survey User's Network

✦ Web site: [www.cahps-sun.org](http://www.cahps-sun.org)

✉ Email: [cahps1@westat.com](mailto:cahps1@westat.com)

☎ Phone: 1-800-492-9261

## NCBD

✦ NCBD Web Site: <http://ncbd.org>